



# Adobe® Creative Suite 3

## Prerelease and Public Beta Testers — How to clean your system prior to installing final shipping software

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This document contains information and instructions on how to uninstall all Adobe® Creative Suite® 3 prerelease software and CS3 public betas to ensure your system is as clean as possible prior to installing the final shipping version of the Adobe Creative Suite 3 applications.

It is important that you read and follow these directions carefully.

Please follow the methods below in the order they appear. Only proceed to the next method if the previous method does not completely uninstall the Adobe Creative Suite 3 applications and enable a successful install of your purchased Creative Suite 3 application.

Deactivate

Method 1 – Uninstall

Method 2 – Adobe CS3Clean Script

Method 3 – Contact Support

**WARNING:** Before using Method 2 – Adobe CS3Clean Script – it is critical that you back up your hard drive including all data, content, software programs, etc. Failure to do so, and failure to follow the instructions below, could result in a loss of the contents of your hard drive.

### Deactivate

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For all CS3 applications: before you uninstall, you must deactivate the application. If you have an entire Suite installed, you only need to deactivate from one application.

1. From the CS3 application, Choose Help > Deactivate and follow the on screen instructions.

### Method 1 – Uninstall

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#### Windows

##### Show the Control Panel in Classic View

The steps in this document that refer to the Control Panel are in reference to the Classic view.

To switch the Control Panel to the Classic view:

1. Choose Start > Control Panel.
2. Choose Classic View in the left pane.

## Uninstall CS3 Applications

1. Close all applications currently running on your system, including other Adobe applications, MS Office applications, and browser windows.
2. Run the uninstaller:

### Windows XP:

- a) Go to Start Menu > Control Panel.
- b) Double-click Add or Remove Programs.
- c) Select the CS3 program or suite, click Remove, and follow the on-screen instructions.
- d) Repeat for each CS3 program or suite that you wish to uninstall.

### Windows Vista

- a) Go to Start Menu > Control Panel.
- b) Double-click Programs and Features.
- c) Select the CS3 program or suite, click Remove, and follow the on-screen instructions.
- d) Repeat for each CS3 program or suite that you wish to uninstall.

### Mac OS:

- a) Note: There is new uninstall functionality on Macintosh. Do NOT drag applications to the trash to uninstall.
  - b) To safely uninstall on Mac OS X, double-click the product installer in Applications/Utilities/Adobe Installers.
  - c) Authenticate as an administrator, then select Uninstall Components and follow the on-screen instructions.
  - d) Repeat for each CS3 program or suite that you wish to uninstall.
3. Delete all of your preferences files before installing the shipping version.

### Windows XP:

- a) Go to Start Menu > My Computer
- b) In the Address bar near the top of the window type:  
\\Documents and Settings\\<user\_name>\\Application Data\\Adobe
- c) Delete files and folders with CS3 in the name.
- d) In the Address bar near the top of the window type:  
\\Documents and Settings\\<user\_name>\\Local Settings\\Application Data\\Adobe
- e) Delete files and folders with CS3 in the name.

### Windows Vista:

- a) Go to Start Menu > Computer
- b) In the Address bar near the top of the window type:  
\\Users\\<user\_name>\\AppData\\Roaming\\Adobe
- c) Delete files and folders with CS3 in the name.
- d) In the Address bar near the top of the window type:  
\\Users\\<user\_name>\\AppData\\Local\\Adobe
- e) Delete files and folders with CS3 in the name.

### Mac OS:

- a) Go to Users/<user\_name>/Library/Preferences and delete files and folders with CS3 in the name.
- b) Go to Library/Application Support/Adobe, and delete files and folders with CS3 in the name.

## Install CS3 application

After using this method, you may install your Creative Suite 3 application. If you are not able to successfully install your Creative Suite 3 application, or are not prompted for your serial number when you launch a Creative Suite 3 application, please try [Method 2](#).

## Method 2 – Adobe CS3Clean Script

This script is intended to remove remnants of previously installed CS3 applications in order to enable installation of new CS3 components.

The script is not intended to remove all the directories and preferences which might have been installed; there may still be some left. The goal is to enable subsequent installs which failed without this tool.

Please back-up all data prior to using the CS3Clean Script. This includes fonts, Version Cue repositories, plug-ins you may have installed and any other important files. Version Cue repositories are located at:

### Windows

\Program Files\Common Files\Adobe\Adobe Version Cue CS3\Server\data\  
\Program Files\Common Files\Adobe\Adobe Version Cue CS3\Server\backups\

### Mac OSX

<user>/Library/Application Support/Adobe/Adobe Version Cue CS3/Server/data/  
<user>/Library/Application Support/Adobe/Adobe Version Cue CS3/Server/backups/

**Reboot your computer and be sure all applications are closed**—including other Adobe applications, Microsoft Office applications, and browser windows.

## Instructions

### Windows

1. Download and unzip WinCS3Clean.zip
2. Double click on the WinCS3Clean folder to open the directory.
3. Double click on CS3Clean

*Note: Windows Vista is more strict about security and requires this tool be run as an Administrator. If the script does not work after typing in your password, right-click on CS3Clean and select "Run as Administrator."*

*Important: The Microsoft Windows Installer CleanUp Utility is required to complete the cleaning. The Adobe CS3Clean script will check to see if this utility is installed on your computer. If the Windows Installer CleanUp Utility is not installed on your computer, the CS3Clean script will notify you and then quit. If you receive this notification, please go to <http://support.microsoft.com/kb/290301> on Microsoft's Support web site for instructions on downloading and installing this utility.*

### Mac OSX

1. Download MacCS3Clean.dmg. The disk image should automatically mount. If not, double click MacCS3Clean.dmg.
2. Double click on the MacCS3Clean folder to open the directory.
3. Double click on CS3Clean.  
This will prompt you for your password (like an installer it needs administrator privileges) and will then begin running.

### Both Platforms

4. Choose your language, by entering 'e' for English or 'j' for Japanese. It does not matter if you use lowercase or uppercase letters anywhere in this script.
5. Review the Adobe End-user License Agreement, enter 'y' to Accept or 'n' to Decline. Declining will exit the Script.
6. Acknowledge you do not wish to exit to uninstall or back-up your data by entering 'n'.

7. Choose cleaning level by entering '1', or '2'. It is recommended you use Level 1 the first time, and use Level 2 only if you cannot install after running Level 1.
  - Level 1 will remove all CS3 program files, but leave Acrobat 8 unaffected. On Windows it will also clean the registry of any CS3 settings.
  - Level 2 will remove all CS3 and Acrobat 8 program files. On Windows it will also clean the registry of any CS3 settings.
8. If you have installed to any custom locations, enter 'y', then on the next screen enter the custom locations.
9. If you wish to preview what the Script will do, enter 'y'.
  - If you do so, you will need to run the script again after the preview to do the actual cleaning, by starting over at step 3 in these instructions.
10. If you wish to backup your registry, enter 'y' (Windows-only)
11. The next screen shows the options you have chosen. Review your selections, then type 'GO' to begin the clean.
  - If you wish to change any of your selections, type 'quit' and start over at step 3 in these instructions.
12. After the script has finished running, press Return (Mac) or Enter (Windows) to exit. If you were running a preview, re-start at step 3 to proceed with the cleaning.
13. Reboot your computer.

#### **Tips**

- Start out at the least aggressive scrubbing—Level 1—and advance to level 2 only if you still have issues installing your CS3 applications.
- Running this script removes folders created during the installation of CS3 applications (mainly when the script is run at Level 2).

#### **Install CS3 application**

After using this method, try installing your Creative Suite 3 application again. If you are not able to successfully install, please go to [Method 3](#).

#### **Method 3 – Contact Support**

If you are still unable to successfully install your Creative Suite 3 application after going through Method 1 and Method 2 and you own a registered copy of the software, contact Customer Support for additional help with installation. To find out how to contact Adobe Customer Support, please visit [Adobe.com](http://adobe.com) for your region or country and click on Contact.

If you require technical assistance for your product, including information on free and paid support options and troubleshooting resources, more information is available at <http://www.adobe.com/go/support/>. Outside of North America, go to <http://www.adobe.com/go/intlsupport/>. Free troubleshooting resources include Adobe's support knowledgebase, Adobe user-to-user forums and more.

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